



COUNTY OF LOS ANGELES  
Internal Services Department  
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Los Angeles, California 90063



Tom Tindall  
Director

*To enrich lives through effective and caring service.*

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February 23, 2009

To: Each Supervisor

From: Tom Tindall  
Director

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT  
SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER  
N06-0178**

This is to notify you of ISD's intent to amend ITSSMA Work Order N06-0178 with Rydek Computer Professionals to increase the amount by \$152,662 for a maximum Work Order amount of \$452,661 and to extend the Work Order term through March 31, 2010. In accordance with ITSSMA guidelines, Board notification is required for all projects that will exceed \$300,000.

## **BACKGROUND**

ISD's Information Technology Shared Services Division (ITSS) installs, configures, tests, monitors, and hosts Microsoft Exchange e-mail messaging services for twelve participating ITSS hosted customer departments, ISD Voice over IP operations, and ISD applications.

The hosting efforts include support for 12,706 hosted mailboxes hosted on eight Microsoft Exchange 2003 servers. Future hosting expansion will include Department of Children and Family Services with 6,900 users and County-Wide E-mail hosting initiatives for a total of 60,000+ hosted mailboxes.

The increased demand for disaster recovery services, mobile device support, and desktop client support by ITSS Centralized messaging section have created the need to extend this Work Order for the current Microsoft Exchange Support Administration consultant to supplement our technical work force.

## **SCOPE OF WORK**

Under the direction of an ISD Project Manager, the consultant working under this Work Order on a time and materials basis performs the following specific services:

- Administration of Windows based operating and messaging systems.
- Support legacy messaging application platforms to Windows 2003 with project planning and design collaboration, project support and creation of technical support documentation.
- Supports backup and granular restore support of Microsoft messaging platforms using CommVault Galaxy/QiNetix Suites, native tools, and utilities.
- Business continuity testing, technical troubleshooting, documentation.
- Planning, testing, and implementation of Microsoft Messaging platforms updates, service packs.
- Provide technical support and troubleshooting to helpdesk and staff.
- Creation of customized scripts for application and administrative support.
- Provide administration and support of LDAP directories.

## **JUSTIFICATION**

The skill set provided by this consultant is critical to the operational duties performed by ITSS centralized messaging section. County staff is not available to provide these essential functions. However, we are actively trying to recruit the skills needed against an existing vacancy. A recent Senior Operating Systems Analyst exam failed to identify a qualified candidate, so qualified candidates are being sought from an existing Department of Public Works exam.

## **FISCAL IMPACT**

The consultant's hourly rate for the Work Order extension will remain the same. The total amount of the extension is \$152,662. This Work Order is funded by the use of a vacant, budgeted position used to offset the cost through salary and employee benefits savings. Costs are recovered through chargeback for IT Shared Services to participating County departments. There is no impact on net County costs.

## **NOTIFICATION TIMELINE**

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of this Work Order and increase funds. In two weeks time, we will proceed with the extension.

Each Supervisor  
February 23, 2009  
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If there are any questions or comments, your staff may contact me or Dave Chittenden, Acting General Manager, Information Technology Services, at (562) 940-2901.

TT:DC:jr

c: Chief Executive Officer  
Executive Office, Board of Supervisors  
County Counsel  
Joe Sandoval

NOTED AND APPROVED:

  
Richard Sanchez,  
Acting Chief Information Officer